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COMPLAINTS AND
ENFORCEMENT OFFICER

STATE OF HAWAII
REGULATED INDUSTRIES COMPLAINTS OFFICE
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
LEIOPAPA A KAMEHAMEHA BUILDING
235 SOUTH BERETANIA STREET, NINTH FLOOR
HONOLULU, HAWAII 96813
TELEPHONE: (808) 586-2653
FAX: (808) 586-2670
cca.hawaii.gov/rico

HILO OFFICE
120 PAUAHI STREET, SUITE 212
HILO, HAWAII 96720

KONA OFFICE
HUALALAI CENTER
75-170 HUALALAI ROAD, ROOM C-309
KAILUA-KONA, HAWAII 96740

MAUI OFFICE
1063 LOWER MAIN STREET, SUITE C-216
WAILUKU, HAWAII 96793

KAUAI OFFICE
3060 EIWA STREET, SUITE 204
LIHUE, HAWAII 96766

Dear Consumer:

Before filing your complaint with the Regulated Industries Complaints Office (RICO), we request that you:

- Write to the other party to resolve your complaint and
- **Send a copy of your letter to our office**
- A *Sample Complaint Letter* is attached for your reference

If you know or suspect that the respondent is not appropriately licensed for the type of activity he is engaging in, you may file a complaint directly with RICO without further contact with the respondent. RICO does not condone the hiring of an unlicensed person or encourage any unlicensed person/entity to finish a project.

If you do not receive a response within 14 days, or the response you receive is not satisfactory:

- Notify RICO **in writing by completing the enclosed complaint form**
- **Attach copies of your correspondence with the other party**
- Include **copies** of all pertinent documents regarding your complaint

If you have already written to the respondent in an attempt to resolve your concerns, you may file your complaint with our office without further contact with the respondent. Please provide us with a copy of your correspondence with the respondent.

After we receive your written complaint, an investigator in the Consumer Resource Center (CRC) will:

- Review your complaint to see if RICO has jurisdiction
- Determine if there is enough information and evidence to indicate a possible licensing law violation

Please be aware that:

- If you wish to submit a complaint **anonymously**, you will not be informed about what is happening to your complaint as determinations are made.

- If your complaint is accepted into our case processing system, an investigation and possible legal action could result. RICO is responsible for enforcing certain regulatory laws on behalf of the state of Hawaii. Because we serve the state's interests, we do not act as attorneys or advisors for complainants.

- Based on your complaint, the violations we allege are determined by the laws and the types of sanctions we may seek. Depending upon the type of case, we may seek fines, injunctions, license suspensions or revocations, or restitution. However, although we ask in our complaint form what would be an acceptable resolution of your complaint, please keep in mind that we may not be able to assist you with what you want.

- The information and records you provide will be held in confidence, unless disclosure is required for RICO purposes or otherwise required by law. You may also seek the advice of your attorney to protect any claims you may have.

To call Oahu-RICO, dial the following toll free numbers: Kauai 274-3141, extension 74272; Maui 984-2400, extension 74272; Big Island 974-4000, extension 74272; Molokai and Lanai 1-800-468-4644, extension 74272.

This printed material may be made available for individuals with special needs in Braille, large print or audio tape. Please submit your request to the Complaints and Enforcement Officer by calling 586-2666.

SAMPLE COMPLAINT LETTER

Your Address
Your City, State, Zip Code

Today's Date

Name of Person You are Complaining To
Title (***if applicable***)
Company Name (***if applicable***)
Street Address or P.O. Box Number
City, State, Zip Code

Dear (***Name of person you are complaining to***):

The Regulated Industries Complaints Office (RICO) recommended I write this letter to you.

On (***date***), I (***bought, leased, rented, had repaired, signed a contract, etc.***) a/for (***name of product or service performed***) at (***location or other important details about the transaction***).

Unfortunately, your (***product or service***) has not been satisfactory **because** (***state the problem[s]***). I am disappointed because (***explain your concerns***).

To resolve the problem, I would appreciate your (***state the specific action you want***). Enclosed are copies of my records (***receipts, warranty, cancelled checks - front and back, contracts, and any other pertinent documentation***).

I look forward to your written reply and resolution to my problem. Please respond within 14 days of the receipt of this letter or by (***state date 14 days from today's date***). If I do not hear from you I will seek assistance from RICO. Please contact me at the above address or by telephone at (***insert your phone number[s]***).

Very truly yours,

(***Your Name***)

Enclosures

cc: Regulated Industries Complaints Office

STATE OF HAWAII
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
REGULATED INDUSTRIES COMPLAINTS OFFICE
CONSUMER RESOURCE CENTER
OAHU OFFICE
235 SOUTH BERETANIA STREET, 9TH FLOOR
HONOLULU, HI 96813
www.hawaii.gov/dcca/rico

For Official Use Only

REAL ESTATE APPRAISAL COMPLAINT FORM

Case No.

YOUR NAME

Please print legibly or type (Last) (First) (Middle)

☐ Mr.
☐ Mrs.
☐ Ms.

Address:

Telephone number where you may be reached (8:00a.m. - 4:30p.m.)

Residence Number

Business Number

NAME OF COMPANY OR INDIVIDUAL YOUR COMPLAINT IS AGAINST

☐ Mr.
☐ Mrs.
☐ Ms.

Address:

Phone Number

Fax Number

Name of person you dealt with

License Number

Date of appraisal you are questioning:

Name of person(s) who performed appraisal:

Value opinion of appraisal:

Effective date of value opinion of appraisal:

Client for the appraisal:

Briefly explain your complaint (attach separate sheet if necessary):

REQUIRED INFORMATION

1. The following information is **REQUIRED.*** Please read carefully.

   ☐ A complete and unaltered copy of the appraisal being questioned, including the cover sheet (if any). If an appraisal is provided with this complaint, please confirm ☐ Yes or ☐ No, that it is a complete and unaltered copy.

   ☐ If you are NOT identified in the appraisal as a "client" or "intended user," please explain (in the space below) how you received a copy of the appraisal you have asked us to review.

   ☐ If you relied on an "appraisal review" to question the appraisal that you have asked us to review, please provide a copy of the following:

   a) The reviewer's complete appraisal; and
   b) The work-file concerning and relating to the appraisal review; and
   c) Any communications between you and the original appraisal; including the appraiser's response to your concerns and to the appraisal review you used and/or relied on.

2. This question applies if you are an appraiser or have appraisal experience.

   ☐ If you believe the appraisal in question may have violated the Uniform Standards of Professional Appraisal Practice ("USPAP"), in the space below please specify the USPAP rule(s) you suspect were violated and why.

3. Beside the appraisal, what other document do you have to support your complaint? You are required to attach *COPIES* of such documents and any and all correspondence related to your complaint. **Do not submit originals; they will not be returned to you.**

4. What are you seeking as a resolution to your complaint? Please remember that what you are seeking may not be within the jurisdiction of this office.

***IMPORTANT: You are on notice that RICO will NOT be able to review this matter or proceed with opening a complaint and starting an investigation until we receive all of the information requested in this section.**

I certify that all statements in this complaint are true and correct to the best of my knowledge. I understand that RICO is unable to represent private parties in court.

Sign here	**Date**

*Please submit this form with your **original** signature (failure to do so may delay the processing of your complaint).

This printed material can be made available for individuals with special needs in braille, large print or audio tape.
Please submit your request to the Complaints and Enforcement Officer at 586-2666.